



Student Support Policy and Procedure

1 Scope and Purpose

This policy and procedure provide information for staff and students regarding support provided by Russo Business School to assist students so that they have the best opportunity for success. Support services provided by Russo Business School are compliant with the National Code of Practice for Providers of Education and Training to Overseas Students 2018, the Higher Education Standards (Threshold Standards) 2021 and the Higher Education Guidelines 2023

This policy and procedure apply to all members of Russo Business School's higher education community.

2 Definitions and Abbreviations

At Risk means a student who has been identified as having the potential to not meet student progress requirements and may need support; or students who have not met milestones such as submission of assignments or failed a unit and may need support to progress successfully.

Disability is broadly defined in the Disability Discrimination Act (DDA) as having any of a wide range of physical, mental health or learning conditions, including: Loss or damage of a bodily or mental function. The Disability Standards for Education 2005, Part 1, 1.4 Definitions, states that 'disability, in relation to a person, means:

- a) total or partial loss of the person's bodily or mental functions; or
- b) total or partial loss of a part of the body; or
- c) the presences in the body of organisms causing disease or illness; or
- d) the presence in the body of organisms capable of causing disease or illness; or
- e) the malfunction, malformation or disfigurement of a part of the person's body; or
- f) a disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction; or
- g) a disorder, illness or disease that affects a person's thought processes, perception of reality, emotions or judgment or that results in disturbed behaviour; and includes a disability that:
 - presently exists; or
 - previously existed but no longer exists; or
 - may exist in the future; or
 - is imputed to a person.

English Language Proficiency is the ability of students to use the English language to make and communicate meaning appropriately in spoken and written forms in the context of their studies.

Reasonable adjustment refers to a measure or action taken to assist a student with disability to participate in education and training on the same basis as other students (*Disability Standards for Education 2005*).

Reasonable adjustment of learning refers to a reasonable adjustment to a unit or course that may alter the activities or resources but still retains the overall learning outcomes of the course.

3 Policy Objectives

Russo Business School is committed to providing a harmonious, safe and supportive environment for all students. Russo Business School aims to provide support that is; culturally appropriate, acknowledges accessibility, diversity and is responsive as to enhance students' experience during their studies and to assist students to achieve success. Russo Business School will:

- Support students to settle into the Russo Business School community through Student Support services and Student Association
- Ensure a student representative will have membership on the Academic Board
- Ensure that the Russo Business School provides an environment where students feel welcome, safe and supported
- Promote an environment where students are supported in all aspects of learning, and are encouraged to undertake scholarly endeavours
- Promote ethical and professional behaviour
- Provided to all students at no additional cost

4 Implementation

The Dean of Studies and Resource Centre staff will endeavour to support all students in their learning at Russo Business School and provide support to students who have been identified as at risk. The Dean of Studies will lead the development and implementation of strategies to support students.

4.1 Responsibilities

Student support staff are responsible for implementing general and personal support including referral to private counsellors, mental and physical health professionals. Student support staff liaise with all academic and other support staff to ensure that students' welfare is treated holistically and confidentially.

Russo Business School will:

- Ensure that students who need support are identified early through mechanisms such as student analytics
- Ensure that staff are trained in identifying and providing support for students, and refer students to external services, as required.
- Ensure that students have regular access to academic advice and that academic advice on areas of study assists students to make sound decisions which are likely to lead to successful outcomes
- Disseminate information about non-academic student support services to all higher education staff and students, this maybe but not limited to: Orientation and onboarding, website and brochures
- Ensure that communication with students is timely, clear, respectful and effective
- Encourage students to access support as early as possible.

Students are expected to:

- Take responsibility for their own study and make informed choices
- Seek advice on all aspects of study decisions

- Be aware of support available and seek help where relevant
- Be aware of the census date for their course and acknowledgement that FEE-HELP debts and tuition fees are incurred after this date
- Undertake support that has been recommended as a result of risk identification and interventions
- Undertake additional English language studies where necessary.

The Student Representative will:

- Provide a voice for students studying at the Russo Business School
- Attend and Represent students at the scheduled Academic Board meetings
- Provide feedback to the student cohorts on matters relevant to their study as resolved at respective Academic Board Meetings.

5 Procedure

The Dean of Studies, Student Administration, Support Services, or The Resource Centre staff will assist with all matters relating to academic and welfare issues. Students also have the ongoing support from lecturers. Students may be referred to dedicated counsellors, medical authorities or other third-party specialists. Staff with direct student contact will be trained as part of induction processes on referral protocols for students needing support.

Student Administration, Support Services and The Resource Centre staff can advise on all aspects of student life, and will support students, directly or indirectly by referral, with issues including, but not limited to:

- Learning pathways
- Provision for special learning needs
- Support with creating a resume, interview skills and finding work
- Academic learning support
- Personal support and pastoral care
- Support for international students.

5.1 Identification of academic support needs

Staff should be alert to individual students in need of support or cohorts of students in need of support. Academic staff will use the following events to trigger the activation of discussions and academic counselling when an individual student:

- Struggles with early formative assessment
- Does not submit an assignment
- Is struggling with the English teaching medium
- Submits assignments, but submits more than two after the due date, without prior consultation or approval
- Fails an assignment.

Staff will also use other mechanisms to identify and report the needs of student cohorts, such as information and data gained from student surveys and feedback forms, and from student complaints.

5.1.1 Learning support

Workshops relating to all aspects of academic learning will be held in orientation week to assist cohorts of students with transition to higher-education study and campus life. An orientation schedule will be available upon enrolment, and attendance is highly recommended.

Russo Business School offers academic learning support to students including:

- Study skills

- Academic writing skills in English
- Information and Communications Technology (ICT) skills
- Referencing techniques and searching online databases
- Using the student Learning Management System (LMS)
- Learning support, including support for online or distance units of study, where applicable.
- GenAI Support and Ethical Use
Russo Business School acknowledges the growing use of Generative AI (GenAI) tools in education. Students will be provided with resources and guidance on the ethical use of GenAI tools, including how to maintain academic integrity when using such technologies.

Individual support is also available for students and may be offered by staff at Russo Business School or via external support services. The Resource Centre aims to assist in identifying appropriate support either internally or externally.

5.2 Identification of general and personal support needs

Staff should be alert to individual students or cohorts who may need academic, personal or wellbeing support, including in relation to gender-based violence, sexual harassment or sexual assault. Information sessions will be held during orientation to assist students with transition to higher education study, campus life, personal safety and available support services. An orientation schedule will be available upon enrolment and attendance may be compulsory. Staff at Russo Business School will endeavour to identify support needs early to enable timely and appropriate intervention. Staff are encouraged to observe student behaviour and be alert to disruptive, aggressive, intimidating or concerning behaviours that may breach the Student Code of Conduct. All discussions with students will be conducted respectfully, sensitively and in accordance with referral protocols, with priority given to student safety, wellbeing and access to confidential support services.

5.2.1 General Support

Russo Business School offers general support to students including:

- Information on emergency and health services, safety and personal security (including sexual harassment), and relevant legal services
- Facilities and resources
- Complaints and appeals processes
- Course attendance and progress
- Access to information on employment rights and conditions and the Fair Work Ombudsman.

5.2.2 Personal Support

The Resource Centre can refer students to the relevant personnel if they need personal or other support relating to:

- Medical health conditions. Russo Business School can provide referrals to health practitioners
- Disability and special needs support
- Emotional instability resulting from trauma, such as victimisation or sexual harassment
- External issues such as financial hardship
- Advocacy support for assistance with rules and procedures from personnel independent to Russo Business School
- International student support services to assist with adjusting to study and life in Australia
- Personal and counselling support via referral to a relevant professional
- Careers advice.

5.2.2.1 Students with Special Needs

In line with Russo Business School's access and equity practices, students with special needs are offered the same opportunities as any other candidate. Russo Business School's courses take special needs into consideration and provide 'Reasonable Adjustment' for students with a disability or other conditions affecting their study. Flexible learning and assessment methods will be adapted according to specific requirements if necessary. To ensure that appropriate assistance can be provided, students should advise Russo Business School preferably at the time of enrolment or any time during study of any special needs which may impact their studies.

5.2.2.2 International Student Support Services

As per 5.1.1, information sessions will be held in orientation week to assist students with adjusting to study and life in Australia. An orientation schedule will be available upon enrolment, and attendance is highly recommended for international students.

In addition to these, Russo Business School will offer international student support sessions. International student support sessions will be age and culturally appropriate, and will cover information such as:

- English language support
- Information on emergency and health services, safety and personal security, and relevant legal services
- Facilities and resources
- Complaints and appeals processes
- Course attendance and progress
- Learning support, including support for online or distance units of study
- Personal support
- Access to information on employment rights and conditions and the Fair Work Ombudsman.

The Resource Centre can refer students to the relevant personnel if they need personal or other support. Data will also be gathered from surveys of international students to determine if support is satisfactory, and from complaints received.

5.2.2.3 Digital Accessibility and Inclusive Learning

Russo Business School is committed to ensuring that all digital learning resources are accessible to students with diverse learning needs. This includes compatibility with assistive technologies, alternative formats for content, and inclusive design principles. Staff will receive training on creating and delivering accessible digital content. Students will receive training on the usage of digital content.

5.3 Referral protocols

Staff should be aware of their own personal and professional limitations. In certain circumstances, staff may determine that external support may be required from specialists outside of Russo Business School. In such instances, staff should encourage students to contact an external specialist from Student Support Services Information.

Staff members who are concerned about the welfare of a student, should notify the Dean of Studies and the Manager of The Resource Centre.

5.4 Reporting

Reports to the Academic Board on student support uptake and support offered will be developed by the Dean of Studies and The Resource Centre staff at least annually. The report should include statistical information on student support need and whether current support is adequate. Recommendations should be included for additional support where necessary.

5.5 Feedback Mechanisms and Continuous Improvement

To ensure continuous improvement of student support services, Russo Business School will implement regular feedback mechanisms. These include student surveys, feedback forms, and consultation forums. Feedback will be reviewed periodically to assess the effectiveness of support services and inform future enhancements.

5.6 Safety, Harassment Prevention, and Wellbeing

In alignment with TEQSA's student wellbeing guidance notes, Russo Business School a number of policies in place that provides students support relating to safety, harassment prevention and wellbeing. Refer to section 6 Related documents. We will continue to review and enhance these policies. They include clear protocols for reporting and responding to incidents of sexual harassment, residential safety guidelines, and alcohol/drug harm minimisation strategies. Information will be provided during orientation and made available through The Resource Centre.

6 Related documents

The following policies and procedures are related to this policy and procedure:

- Academic Integrity and Misconduct Policy and Procedure
- Assessment Policy and Procedure
- Critical Incident Policy and Procedure
- Cyber Bullying Policy and Procedure
- Diversity and Equity Policy and Procedure
- English Language Proficiency Policy and Procedure
- Feedback and Evaluation Policy
- Freedom of Speech and Academic Freedom Policy
- Health and Wellbeing Policy and Procedure
- Learning Resources Policy and Procedure
- Privacy Policy
- Sexual Assault/Sexual Harassment Policy and Procedure
- Student Code of Conduct
- Student Complaints and Appeals Policy and Procedures
- Student Consultation Policy and Procedure
- Student information Provision Policy and Procedure

7 Review

This Student Support Policy will be reviewed annually, as required by Chapter 10A Paragraph 49A(2)(a) of the Higher Education Provider Guidelines 2023.

8 Accountabilities

The Board of Directors is responsible for review and approval of this policy and procedure.

Russo Business School is responsible for distribution of this policy and procedure to students and the Russo Business School's higher education community via the website and other publications.

Delegated Authority	Delegation
Governance	
Board of Directors	Refer to the Governance Charter
Executives	
Chief Executive Officer	Relevant to Accountability Statement
Executive Dean	Relevant to Accountability Statement
Management	
Dean of Studies	Relevant to Accountability Statement
Manager, Resource Centre	Relevant to Accountability Statement
Operatives	
Resource Centre Staff	Relevant to Accountability Statement
Student Administration	Relevant to Accountability Statement

9 Revision history

This policy replaces the Student Wellbeing and Support Policy and Procedure.

Policy & Procedure Version No	Policy & Procedure Sponsor	Approval Authority	Date of Approval	Date for next review
1/2022	Chief Operating Officer	Board of Directors	14/06/2022	14/06/2025
2/2026	Chief Operating Officer	Board of Directors	26/02/2026	26/02/2027